

IMV Test Laboratory Terms of Use (as revised on 1 July 2021)

When applying for a test, please note the following information.

1. Test plan and scheduling

- 1) Please check the contents of the test plan and inform us of any additions or changes.
- 2) Please arrange the testing schedule with our representative and confirm the availability of testing systems.

2. Test application

- 1) Please fill in the test application form and return it to us. Upon receipt of the test application form, the application becomes official.
- 2) If you wish to issue your own order form, please specify the plan No. of the test plan.
- 3) Testing systems are reserved in the order of formal application. Until a formal application has been made, the reservation is provisional. During the provisional reservation period, we may contact you to adjust the schedule.
- 4) In principle, provisional bookings are valid up to four weeks before the scheduled start date of the test, and may be cancelled if a formal application has not been made by that time.

3. Changes, cancellations and postponements

- 1) If there are any changes to the content of the examination, please contact us as soon as possible to make arrangements with the person in charge.
- 2) Cancellations after the application has been submitted will be subject to the following cancellation fees
 - 28 to 15 days before the test date: 10% of the facilities used fee.
 - 14 to 2 days before the test date: 30% of the facilities used fee
 - The day before or on the day of the test: 100% of the facilities used fee.
- 3) Costs incurred up to the point of cancellation, such as the cost of manufacturing fixtures, will be invoiced.
- 4) If the test is postponed, the same costs as in the cancellation rules will be charged.

4. Transporting in and out of EUT

- 1) All costs associated with the transport of EUT shall be borne by you.

2) We accept no liability for accidents or damage to EUT or other goods during transport.

5. Implementation of the test

1) The test will be carried out unattended on holidays and at night as specified by us.

2) After the test is completed, a confirmation of implementation will be sent to you, so please confirm the contents and return it to us.

3) After the test is completed, if there are any differences from the preliminary estimate, such as changes to the test time or test content, we will submit a settlement estimate.

4) If our facilities or equipment are damaged due to your negligence, you may be charged for the actual repair costs.

6. Test report

1) If you have requested a test report, we will send it to you the day after the test is completed.

2) If you do not request a test report, we will not have a record of the test and may not be able to respond to your enquiries after the test.

3) The test report is only a report on the tested EUT and does not guarantee the performance or quality of your product.

7. Disclaimer

1) We assume no responsibility if the EUT is damaged or if it becomes impossible to continue the test due to a natural disaster, power failure, water cut-off or other reasons not attributable to us.

2) If the EUT is damaged or the test cannot be continued due to reasons attributable to the Company, such as failure of the testing equipment, we will take measures such as re-testing after consultation.

We will not compensate you for any damage you suffer (damage to the EUT or damage to your business).

8. Confidentiality

1) We undertake not to divulge any information obtained from you to outside parties.

2) It is forbidden to enter other customers' test areas or other defined areas, to take photographs, or to engage in any other activities that may infringe the confidentiality of other customers. However, if you wish to photograph the client's own testing conditions, please do so with the permission of a member of staff.